

# **Farm Credit Administration**

## **Information Resources Management**

# **IRM Plan**



**Fiscal Years  
2007-2012**

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## Forward

The Farm Credit Administration (FCA or Agency) develops its Information Resources Management (IRM) Plan to help us focus on the future. IRM planning endeavors to improve the Agency's business practices through the selection and use of fitting technology. During the annual planning call, we encourage each Office to reexamine its practices and suggest technology projects that would improve its business. We consider changes to our policies and the way we work to take full advantage of the opportunities technology provides.

During our planning process, we must continue to explore ways to leverage our investment in information technology (IT) to support the Agency's Strategic Plan and initiatives resulting from the Agency's Strategic Study. As we plan, we must look at ways to use technology to promote workflow in our newly aligned Agency. We need to look at how we do our work and consider new ways to apply technology to more efficiently support our work processes. Working together we will improve the efficiency and effectiveness of the Agency by removing stovepipes and building applications and processes that have value for the Agency as a whole while still supporting individual organizations within the Agency.

With technology users, we will evaluate new tools and approaches to solving problems. It is time in the life cycle to evaluate our Lotus Notes investment. We recognize in the coming year an opportunity to evaluate our printing and copying needs and identify new approaches to how we fulfill our needs. Finally, as we look forward to the coming years, we will work to evaluate our current applications and databases to ensure they continue to meet our needs, and prepare for the expanded use of electronic records. We will focus on expanding our applications that provide management information and planning support. We will identify new sources of data and new tools to transform our data into information that we can incorporate into our decision-making. We will continue to identify and undertake initiatives that support the President's Management Agenda, E-Government, and human resource initiatives.

FCA has been successful in its integration of IRM planning with the overall planning and budgeting process of the Agency. We have the experience, commitment, and critical resources needed to continue to be successful if we work together to develop a common vision of FCA's IT needs. We need to use our diversity of experience to ensure that we focus our efforts for the benefit of the entire Agency rather than for individual business units. Through this collaboration between offices and with proper project prioritizing, we will continue to deliver the Agency's critical IT needs and improve the effectiveness of the FCA.

The IRM Operations Committee (IRMOC) has contributed a great deal to the Agency's planning success. The framework in place today ensures that FCA business needs drive the IRM program and associated budgets. I want to recognize and thank Phyllis Applebaum, Vic Cohen, Gaylon Dykstra, Doug Gandy, Eric Rodney, Christine Quinn, and Chet Slipek for their faithful service on the IRMOC. I would also like to recognize and thank former IRMOC member Mary Garver for her contributions during the past year.

Doug Valcour  
Chief Information Officer

## Role of the IRM Plan

The Farm Credit Administration (FCA of Agency) is an independent Agency in the executive branch of the U.S. Government. It is responsible for the regulation and examination of the banks, associations, and related entities that collectively comprise what is known as the Farm Credit System (FCS or System), including the Federal Agricultural Mortgage Corporation (Farmer Mac). Initially created by an Executive Order of the President in 1933, the Agency now derives its powers and authorities from the Farm Credit Act of 1971, as amended. FCA's mission is to promote a safe, sound, and dependable source of credit and related services for agriculture and rural America.

The role of the IRM Plan is to ensure the Agency provides timely and cost-effective information technology and services, and identifies new system and application development projects that significantly contribute to accomplishing the Agency's mission.

Three major functions contribute to fulfilling this role:

- ❖ Policy and Planning
- ❖ Technology Management
- ❖ Information Management

The Agency's Chief Information Officer (CIO) administers IRM policy and planning. The CIO serves as the principal technical adviser to the Chief Executive Officer (CEO) and Senior Staff on all issues related to IRM. The CIO is the designated senior official for IRM acquisitions.

In its management and delivery of the Agency's information technology, the Office of Management Services (OMS) annually develops a five-year plan for meeting the Agency's IT needs, and integrates applicable government-wide directives affecting IRM functions into Agency policies, procedures, guidelines, and directives.

Agency IT management is administered by OMS's Technology Team (TT), the Applications Team (AT), and the Client Services and Communications Team (CSCT). These units provide the Agency with office automation software, database software, data and database administration, and systems development, analysis, and maintenance. They provide internal and Internet mail, computer maintenance, configuration management, computer Helpline services, videoconferencing, network and client-server operations, telecommunications, disaster recovery, computer security, and remote access services. They also administer the Agency's Internet Web site and related E-business applications. These sections deliver training so employees understand and use Agency computer systems and resources in an efficient and effective manner.

The OMS's IT responsibilities are performed under policy guidance provided by OMB Circular A-130, the "Management of Federal Information Resources," and in accordance with Section 508 of the Workforce Investment Act of 1998.

## Planning Assumptions 2007-2012

Information resources management planning must consider future events that can impact priorities and drive technology choices. We consider the following assumptions and associated information technologies to be those likely to be preeminent internal or external factors during the next five years.

- ❖ Structural changes in the Farm Credit System (FCS or System) will drive efforts to improve productivity and reduce regulatory costs. The FCA will develop strategies to streamline its operations.
- ❖ Migration of Agency applications to the Web will continue when it is advantageous to the public and the Agency. This supports the President's Management Agenda for E-government.

- ❖ The FCA will comply with the requirements of the Federal Information Security Management Act of 2002 (FISMA). This, and other legislation, will set higher baseline security standards and requirements for Federal agencies. Features such as automated vulnerability and security audits, secure password authentication, and electronic signatures will be gradually introduced into our methods of doing business. We will also increase our focus on protection of privacy information.
- ❖ Laptop computers will remain the Agency's standard workstation. They are critical to the use of alternative work sites and virtual teams. We will replace all laptops in FY 2007.
- ❖ The Agency will embrace technologies including Internet-based Virtual Private Networks, and personal productivity devices to further facilitate communication and efficient access of FCA technology and information services without regard for time or location.
- ❖ The Agency will continue to look for opportunities to use shared sourcing when it benefits FCA. We currently use shared sourcing for our financial accounting, travel, purchasing services, and payroll.
- ❖ We will begin to invest in both new off-the-shelf and new custom applications to support the needs of our business lines and the Agency, providing the tools needed to effectively function in a changing environment.
- ❖ We will evaluate our current software inventory, including Lotus Notes, to determine if it continues to meet and support the needs of our users.
- ❖ To be more efficient and effective, we will focus on electronic management of our documents and records.
- ❖ To optimize use of our human and financial resources, we will further explore enhancing strategic-sourcing and re-engineering work processes.

Over the next five years, technology will be important to achieving FCA's mission cost effectively. We will continually embrace and adopt new technology while evaluating and choosing IT investments through a disciplined process that weighs the risks against expected returns or results. Cost-containment will remain a high priority, but we must be ready and able to change to incorporate new cost-effective improvements that support our long-term mission. The OMS looks forward to effectively partnering with Agency staff to ensure IT needs are recognized, evaluated, and met.

## IRM Planning

The IRM Plan is an integral part of FCA's overall planning, and supports the Agency's strategic planning. The Agency's strategic goals and objectives guide the IRM program. The FCA Board provides direction and oversight to earmark resources for the most critical needs of the Agency. The Chief Executive Officer (CEO) provides direction and oversight to the Agency's operations, including the IRM program. The IRMOC provides business unit advice to the CEO as part of its role in recommending a five-year IRM Plan. The IRMOC coordinates operational matters and provides a forum for communication between the CIO and other Agency staff.

IRM initiatives are requested from FCA operating units during the IRM Planning Call to determine the scope of technology change needed by the Agency, and to allocate resources in the most cost-effective manner. For that reason, the IRMOC reviews Office IRM project submissions, recommends priorities to IRM initiatives, and communicates its views to the OMS and to Offices. The CEO approves or adjusts IRMOC recommendations for budget and project approval.

The CIO modifies IRM initiatives as required during the year to support changing business needs. The intent of the IRM Plan is to provide the resources needed to support the FCA's strategic planning. Initiatives and projects proposed during the annual IRM Planning Call must support the Agency's strategic goals and objectives.

## FCA's Mission and Strategic Goals

"The Farm Credit Administration ensures a safe, sound, and dependable source of credit and related services for agriculture and rural America."

To achieve this mission, the Agency must keep an innovative, skilled workforce that uses and manages technology and information effectively and efficiently.

The FCA's three strategic goals are:

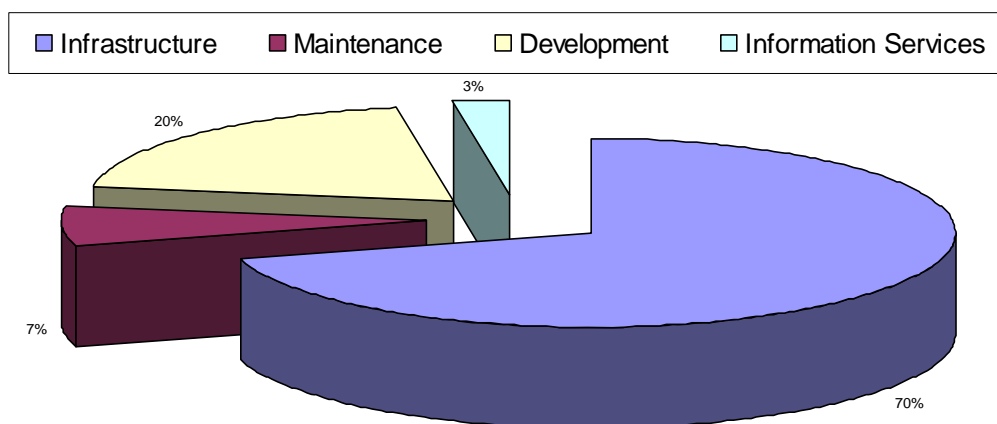
1. Ensure the Farm Credit System and Farmer Mac fulfill their public mission for agriculture and rural areas.
2. Evaluate risk and provide timely and proactive oversight to ensure the safety and soundness of the Farm Credit System and Farmer Mac.
3. Implement the President's Management Agenda (PMA).

For FCA to succeed, it is important that each Agency office removes duplications of effort, and explores new ways to work together and develop Agency-wide information systems that support achievement of FCA's strategic goals.

IRM Planning Call submissions will ultimately result in actions to carry out these goals. The actions will be prioritized by the CEO and then incorporated into the final five-year IRM Plan.

## Tactical Plan

The OMS plans all IRM support for the Agency by allocating IT staff to maintain the following four major project categories.



**Infrastructure** includes the resources needed to provide the underlying support and services that must be in place to operate our general support system and the two major database systems that support our applications. Infrastructure also ensures Agency compliance with Federal laws, OMB guidelines, and executive directives. In addition infrastructure provides the direct contact needed to enable staff to do their work.

**Maintenance** is the routine service work necessary to operate our computer applications with a high degree of confidentiality, integrity, and availability.

**Development** is work performed for Agency offices to create new or significantly enhanced information systems.

**Information Services** include all other services provided to staff that allow access to key files, records, research, news, and other types of professional information support.

The IRMOC reviewed and prioritized fiscal year (FY) 2007 information systems development project proposals using a methodology obtained from OMB on evaluating investments in IT. This tactical portion of the Plan communicates FCA's IRM direction, initiatives, and priorities for the next fiscal year.

## **A. Infrastructure Projects**

The IT staff devotes significant effort each year to provide for the direct user support needed to ensure Agency employees effectively use FCA's IT capabilities and leverage our investment in technology. We also ensure Agency compliance with Federal laws, OMB guidelines, and executive directives. This work is increasing each year because of new requirements that impact all Federal agencies, including the Government Performance and Results Act (GPRA), the Federal Information Security Management Act (FISMA) of 2002, and Government Paperwork Elimination Act (GPEA). We are budgeting 3,664 staff days to infrastructure support and services. Because of our reassessment of infrastructure projects, this is an increase of 146 hours over last year's hours devoted to infrastructure.

### **Network and Database Administration**

These projects make certain the Agency's essential services are available to minimize the burden on staff and to make sure they complete work efficiently, effectively, and securely. Network administration includes the activities related to supporting the Local Area Network (LAN), Wide Area Network (WAN), and the modem connections. The Agency is reliant on the services provided over the LAN/WAN, including e-mail, custom applications, data access, and the Internet. These administration resources also provide the routine daily work that is necessary to keep the network running securely and smoothly, including data backups, accounts management, configuration management, and updating the operating system.

The FCA relies on Lotus Notes and Oracle for its Agency-wide databases. These products have become the Agency's central data repositories, and provide support to work groups at all levels. They are also an essential part of the communication and work flow process throughout FCA and its field offices. Activities include preserving the integrity of the databases, optimizing their use, and maintaining strong access control over them. The OMS provides this maintenance both in the McLean headquarters office and field offices. We will devote 1,321 days for network and database administration, which is a 146-day increase from the previous year.

### **User Support and Services**

A major responsibility of the OMS CSCT staff is to provide support and services to our customers. The OMS CSCT staff manages the Client Services Help Desk which provides a single point of contact to which Agency staff may submit service requests for training, personnel, budget and finance, and/or software and technology. The CSCT also delivers operational support services to upgrade, maintain, and repair hardware, maintains the Web site, offer videoconference capability, resolve user interface problems, and advise users on hardware and software issues. The office has a responsibility to identify and arrange for delivery of Agency training needs in the areas of office automation products, Lotus Notes, Internet applications, and computer security. We expect to devote 1,683 staff days of support to users, consistent with last year's support services hours.

### **IRM Planning, Computer Security, and Operations Management**

The OMS develops the Agency's IRM Plan to work in concert with the FCA Strategic Plan. IRM planning includes the resources necessary for developing plans, budgets, resource estimates, disaster recovery, the Continuity of Operations Plan, and the periodic monitoring and reporting of progress against the IRM Plan. We continue to update our internal operating procedures to cover life cycle development, end user development, capacity planning, and configuration management. We also work to ensure security and protection of existing FCA information resources from external and internal threats. We ensure continuous operation of the Agency's emergency operations center. The OMS estimates 660 staff days to support management of these areas that also includes fulfilling Agency requirements under OMB Circular A-130, Department of Homeland Security, GPEA, and FISMA. This number of staff days remains the same as the previous year.

## B. Maintenance Projects

These projects ensure that existing applications are efficiently and effectively preserved to support Agency business functions. These are routine projects to perform on-going analysis, and to make updates and fixes to existing systems that will improve their performance. We must maintain existing applications and ensure they are well organized and adequately support Agency business functions.

Based on a collaborative effort with system sponsors, we are budgeting 358 staff days to maintaining existing applications. This is a reduction of 69 staff days from what was projected last year. This does not reflect a decrease in staffing, but rather a change in redefining general maintenance projects to maintain infrastructure projects.

## C. Development Projects

New system development projects further our goal of encouraging innovative uses of technology geared toward improving Agency information collection, retrieval, and distribution. This encompasses projects such as developing new or custom-designed client/server applications, providing the capacity to conduct business electronically internally and externally, assuring public access to Federal information, providing government-wide e-mail, and developing workflow applications.

New system development projects in FY 2007 are projected to require 1,034 staff days, which is a 558-day increase from the previous year. There are 22 proposed new development projects. The dollar costs reflected for each project include FCA resource costs as well as any externally purchased resources.

### 1. Infrastructure Review – Office of Management Services (OMS)

With the client/server architecture at the end of its life cycle at FCA, this project will re-evaluate the method of delivering IT services at FCA to ensure delivery is effective and provided at the best cost-value. The improvements in technology, including the ability to secure information, use the Internet as a reliable highway for delivering information, and the increased need for portability and flexibility of technology delivery to FCA staff are drivers of this initiative. Newer architectures, including Web-based and Web-enabled, may offer the ability to reduce operating costs, accelerate the delivery of applications, and further empower our clients by providing them the ability to more easily access information necessary to support their decision-making processes. This project will undertake the evaluation of client/server as well as Web-based and Web-enabled architectures and their applicability to the delivery of IT services in the FCA environment.

This project will (1) evaluate the effectiveness and efficiency of delivering IT services using the client/services model, and include a review of Lotus Notes; (2) analyze other architectures including web-based and web-enabled architectures using web services; (3) evaluate the costs and benefits of moving to another architecture; (4) make a recommendation on the appropriate architecture for FCA's IT delivery; (5) evaluate and select new user and development tools to support the appropriate architecture; (6) select new tools and begin migration of legacy applications to new architecture; and (7) design architecture infrastructure to support and optimize the selected architecture (possible infrastructure centralization).

The evaluation and selection of an appropriate IT architecture, configuration and tools improves future capacity of the Agency's IT investment to meet the changing needs of the Agency. The IT architecture hosts and delivers all applications, both critical and non critical, and is essential to efficiently providing the tools customers need to perform their duties.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	232,050	452,420	150,850	44,150	140,050	153,950	1,173,470
<b>OMS Hours</b>	2,490	2,524	2,120	200	200	500	8,034



## 2. Examination Workflow Integration – Office of Examination (OE)

This project and its various components represent a significant investment in building the new OE, and as such may require substantial resources and emphasis. In fact, various components have already been discussed and resources allocated through the OE Strategic Plan initiatives. This OE Workflow Integration project takes things one step further by integrating all the various components into a common technology platform/system. There are likely other similar examples of processes that could be better integrated. It is important that as OE teams evaluate existing processes/systems or develop new ones, that the technology platform and approach used can result in easy integration with other systems, either immediately or at a later date.

The goal of this project is to improve our examination processes, risk supervision, and communications, both internally and externally. The project is focused on integrating key aspects of OE workflow using technology solutions, creating an application that will provide a central “launch pad” (i.e., graphical user interface) which seamlessly integrates disparate information and systems. The integration of these systems will allow OE to replace manual processes with more automated processes, thereby greatly increasing our efficiency, effectiveness, and consistency. We believe this will be a critical cornerstone for the “new OE”. This project will involve a number of parties within and outside OE (particularly OMS), and needs to be closely coordinated through the OE IRMOC representative.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	105,500	105,500	55,500	35,500	35,500	35,500	373,000
<b>OMS Hours</b>	100	100	100	100	100	100	600

## 3. Electronic Recordkeeping-Knowledge Management - OMS

This project is to explore and recommend an electronic recordkeeping and knowledge (ERK) management system to manage the Agency's official records and institutional knowledge within appropriate legal and regulatory requirements.

An ERK capability will impact the FCA at all levels by providing timely electronic (desktop) access to Agency records for all staff members. ERK will provide an enterprise-wide strategy through which official FCA records can be managed throughout their lifecycle of document creation, management, distribution, storage, retrieval, destruction and/or transmittal to the National Archives and Records Administration (NARA). It will also enable the Agency to implement a program to manage and retain its critical institutional, technical, and operational knowledge. When implemented, a knowledge management mechanism will also negate the impact of anticipated staff retirements.

In the short-term, ERK will require a significant investment of FCA resources but will result in the realization of long-term benefits. In order for the Agency to successfully develop and implement an ERK system, it is imperative the initiatives receive visible and consistent support from senior and executive management.

Any ERK system adopted by the FCA must be compliant with the Department of Defense Standard 5015.2 (DoD 5015.2), which is the current NARA-endorsed system for Federal recordkeeping.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	183,700	187,200	107,200	99,200	99,200	191,700	868,200
<b>OMS Hours</b>	2,220	880	880	880	880	2,220	7,960

## 4. Bureau of Public Debt (BPD) New Project Notification – OMS

The project is to set up an automated process of reporting new Agency project codes and supplemental information to BPD, potentially affecting the Oracle-based financial system, PRISM, Travel, City Direct, and payroll. The process will be more efficient when automated by reducing the amount of time spent by OMS supplying the changes to BPD.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	2,200	440	440	440	440	440	4,400
<b>OMS Hours</b>	40	8	8	8	8	8	80

5. Budget Call System – OMS

The project is to modify the Agency's budget formulation system (the Budget Call System) and position it to easily handle further enhancements, to integrate it with other subsystems, and to add a budget projection feature. The development is in two phases. The first phase keeps the basic functionality the system currently delivers, but puts a future road map in place. Along with the first phase, an application will be included for budget projections. Actual data could be loaded from the financial system to apply projections as well as "what if" scenarios. Customers would be able to enter scenarios for hiring, salary increases, and possible retirements for salary projections. The second phase would include examining and building other areas that would feed into the Budget Call System.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	28,200	28,200	15,200	15,200	4,400	4,400	95,600
<b>OMS Hours</b>	473	473	236	236	40	40	1,498

6. Consolidated Reporting System (CRS) - Call Report Changes – OMS

The project is to maintain the Call Reports as an effective, complete, and relevant electronic source of Farm Credit System (FCS or System) financial data for the public, FCS institutions, FCA management, financial analysts, and FCA examiners. Yearly, we survey CRS users, requesting input on the Call Report data elements. The survey focuses on ensuring we collect all the data elements needed by various user groups and removing any data elements no longer needed. Maintaining correct Call Report data elements is critical effort to ensuring the needed information is available for conducting risk analysis and monitoring System institution safety and soundness. This project is critical to the ongoing usefulness of CRS to our customers. Customers demand that Call Report data be complete, accurate, and relevant to their information needs which include preparing analysis that support key agency program-related activities of policy and regulation development, risk analysis, and supervision.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	35,200	35,200	35,200	35,200	35,200	35,200	211,200
<b>OMS Hours</b>	400	400	400	400	400	400	2,400

7. Electronic Workpapers – Office of Inspector General (OIG)

This project is to automate the recordkeeping of audit and inspection workpapers that will be required by PCIE/ECIE.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	6,600	9,350	1,375	1,375	1,375	1,375	21,450
<b>OMS Hours</b>	80	160	15	15	15	15	300

8. Examiner Training – OE Training Database - OE

This project is to establish a Lotus Notes database in order to accumulate training courses used by OE. This database will be used as the centralized depository of all OE training modules and testing information.

This project will help make OE more efficient by implementing training solutions that are more effective than the ones currently in place. OE will become more efficient in scheduling and developing training as needed and will leverage technology to be as efficient as possible.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	7,875	7,875	0	0	0	0	15,750
<b>OMS Hours</b>	75	75	0	0	0	0	150

9. Farmer Mac Call Reports – Office of Secondary Market Oversight (OSMO)

This project will provide increased quality of data needed by OSMO in examining and supervising Farmer Mac. The electronic submission will improve efficiency in Farmer Mac's submission and FCA's collection, storage, and utilization of such data. It will contribute to improved regulation and will facilitate offsite monitoring, analysis, and examination by FCA. The technology will also enhance administrative efficiencies at both FCA and Farmer Mac.

The purpose of this initiative is to improve the accessibility and usefulness to FCA of Farmer Mac Call Report data and increase efficiencies at FCA and at Farmer Mac through electronic submission, storage, and retrieval of Call Report data. This would be accomplished by (1) developing Call Report schedules that capture all information we believe is necessary to have at our disposal; (2) ensuring that the format and content of the schedules enable information to be presented in a fashion consistent with Farmer Mac's current business model; (3) enabling Farmer Mac to submit Call Report schedules electronically, in a similar fashion as do FCS banks and associations; and, (4) creating a system at FCA for the electronic storage and ready retrieval of Farmer Mac data.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	11,000	11,000	8,800	8,800	8,800	8,800	57,200
<b>OMS Hours</b>	80	80	80	80	80	80	480

10. FCA Handbook Enhancements – Office of General Counsel (OGC)

This project is to create an efficient and effective way to use the Word document submitted to the Federal Register as a final version for incorporation into the Handbook database with minimal reformatting. The project consists of reformatting the entire Handbook, if necessary, to accomplish the above; ensuring aesthetics of Handbook material are reader/user-friendly on the Web site; providing links to the legislative history of each public law that make up the statute; providing links to each reference to the statute that appear in the regulations; providing links to each reference to all compatible Handbook references (e.g., ref. to regs. in a booklet or policy statement); offering public various printing options for all Handbook documents; and opening the entire rulemaking file to public for all current regulations with a link provided from the "Pending Regulations" or possibly create another view. The database is to be accessible to staff, field offices, System institutions, and the public to use not only for research but as an informational tool.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	1,650	550	0	0	0	0	2,200
<b>OMS Hours</b>	30	10	0	0	0	0	40

11. FCA Web Site – Office of Congressional and Public Affairs (OCPA)

This project is to maintain existing information posted on the Web site. The project will update and revise the Web site and rewrite sections as needed to be more user friendly, easier to navigate as information posted on the Web site increases, and written in a style appropriate for the Web. We will ensure accessibility for people with disabilities. The project will maintain and upgrade as necessary the system that allows FCS institutions to submit Call Report data and for the public to access Call Report

data and comments received by FCA on proposed regulations. It will develop other e-commerce capabilities for business as needed.

The public's use of FCA's Web site as a source of information has grown rapidly since the Web site was established in 1997. This, coupled with the government-wide initiatives to adopt e-government and to make all Federal Web sites fully accessible to people with disabilities, requires the Agency to deliver more services and provide more information via the Internet.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	37,180	37,180	37,180	37,180	37,180	37,180	223,080
<b>OMS Hours</b>	156	156	156	156	156	156	936

#### 12. Federal ID Smart Card - OMS

This project is to produce an identification card in compliance with Homeland Security Presidential Directive HSPD 12 for a common identification standard for Federal employees and contractors. The smart cards will be strongly resistant to identity fraud, rapidly authenticate electronically, be issued only by authenticated providers, and give physical access to Federally- controlled facilities and logical access to Federally-controlled information systems. It is the policy of the United States to improve security, increase government efficiency, reduce identity fraud, and protect personal privacy by setting up a mandatory, government-wide standard for secure and reliable forms of identification issued by the Federal government to its employees and contractors.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	61,300	18,800	18,800	18,800	18,800	18,800	155,300
<b>OMS Hours</b>	160	160	160	160	160	160	960

#### 13. Financial Management Reporting - OMS

The project is to provide cost reporting on FCA programs, activities, and projects in the FCA system and to support the Office of Management and Budget and the President's Management Agenda guidance on Performance Management. The current cost-based financial reports are no longer supported due to the migrations from FFS to Oracle Financials. This project will establish the same functionality using Oracle financial information located at BPD in Parkersburg, WV.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	11,000	1,100	1,100	1,100	1,100	1,100	16,500
<b>OMS Hours</b>	200	20	20	20	20	20	300

#### 14. Human Capital Information System - OMS

This project is to make available an electronic Human Capital Plan information system. Managers will benefit from using a Lotus Notes database that captures data used in the Agency's Human Capital Plan.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	1,100	275	275	275	275	275	2,475
<b>OMS Hours</b>	20	5	5	5	5	5	45

#### 15. Institution Feedback Survey - OIG

The OIG surveys an institution after each examination. These surveys measure institutions' satisfaction with the quality of the Agency's examination function and the performance of the examiners. The survey is completed online by most institutions in a Lotus Notes database. Survey results are transferred to an Access database to aggregate results. The survey provides critical information to management on perceived strengths and weaknesses. With the recent change in the structure of the

OE, it was decided to create surveys specific to the new types of institution examination. This project is to duplicate the FCS survey site to have multiple surveys based on types of examinations performed.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	4,400	550	550	550	505	550	7,105
<b>OMS Hours</b>	80	10	10	10	9	10	129

16. Interactive FCS Map on Web Site - OCPA

The project is to explore the feasibility and practicality of creating an interactive map of the Farm Credit System (FCS) on the FCA Web site to provide an easy way for members of the public to obtain contact information for a FCS institution that serves their area. This project would require co-sponsorship by OMS and the Office of Regulatory Policy (ORP).

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	8,800	1,100	1,100	1,100	1,100	1,100	14,300
<b>OMS Hours</b>	80	10	10	10	10	10	130

17. Management Dashboard - OMS

This project is to provide information to managers and leadership of the Agency to support their decision-making process by using "push-pull" technology to inform managers and leadership of the status of key information and allow them to "drill-down" or pull detailed information related key information. The project would also develop a set of Agency-wide key indicators that could be used to customize a user's dashboard. This application will result in enhancing the effective management of Agency organizations and programs. It will improve the decision-making capability of managers and supervisors by allowing them to make better informed, timely decisions.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	41,250	20,625	1,100	1,100	1,100	2,750	67,925
<b>OMS Hours</b>	500	250	20	20	20	50	860

18. Personnel Retrieval System Enhancements - OMS

The project is to enhance the Personnel Retrieval System by adding new data elements as well as print and search capabilities. The enhanced system would provide more information useful in issues related to compensation studies and surveys.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	550	275	275	275	275	275	1,925
<b>OMS Hours</b>	10	5	5	5	5	5	35

19. Property Management System Workflow - OMS

The project is to create a workflow property management application to reduce the handling of paper forms. Each time a new item is added or items are transferred, paper forms are completed. Signatures are required by both the previous and new recipient of the property. Property transfers impact the entire Agency, including the physically-dispersed OE teams. Workflow automation would reduce not only the amount of paper involved, but the amount of time required to make property transfers. The accuracy of the property database will also be improved as the workflow process will ease the data entry burden.

	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Total</b>
<b>Total Cost</b>	14,520	0	0	0	0	0	14,520
<b>OMS Hours</b>	240	0	0	0	0	0	240

20. Requisition Workflow Application - OMS

This project is to create a requisition workflow application to interface with PRISM. Workflow efficiency would be achieved through centralizing the input process for requisitions and purchases since the Agency contracts procurement activities with the Bureau of Public Debt (BPD).

	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	Total
Total Cost	4,400	0	0	0	0	0	4,400
OMS Hours	80	0	0	0	0	0	80

21. Service Request and Forms Enhancement - OMS

This project would enhance the Service Request database and forms to accommodate all OMS services. The Service Request database requires enhancements to improve the efficiency and effectiveness of the OMS Client Services and Communications Team. In addition, automating or creating several forms would increase the efficiency of several processes performed within OMS.

	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	Total
Total Cost	6,600	0	0	0	0	0	6,600
OMS Hours	120	0	0	0	0	0	120

22. Training and Evaluations - OMS

The objective of this project is to enhance the Training and Evaluations Lotus Notes database to ensure compliance with Federal recordkeeping, reporting of training data, and electronic transmission of data. This project will change the existing training and evaluations database to link each Individual Development Plan to the training and evaluations database. This will enable FCA to meet OPM criteria to submit necessary data to them.

	FY 2007	FY 2008	FY 2009	FY 2010	FY 2011	FY 2012	Total
Total Cost	5,500	275	275	275	275	275	6,875
OMS Hours	100	5	5	5	5	5	125

**D. Information Services**

As well as technology services, the OMS will be involved in several activities related to information research, distribution, and records management. This will require 130 staff days, a reduction due to decentralizing Central Files and relocating information services to individual organizations.

**Information Delivery**

Information records management encompasses records management activities to ensure compliance with Federal laws and rules about Federal records. Staff performs annual inspections of FCA's record-keeping practices, decentralized files, and Privacy Act defined "systems of records." Retention periods for Agency records in all media (including electronic records and databases) are established to free valuable office space by transferring inactive records to storage at Federal records centers. We will continue to monitor developments in rules and case law about electronic mail and Federal electronic record-keeping requirements.

## OMS Staff Goals and Performance Measures

1. **Enhance the efficiency and effectiveness of FCA's operations by providing a full spectrum of support services that are cost-effective, innovative, and client-centric.**
  - Monthly client satisfaction surveys will show a rating of "meeting" or "exceeding" expectations for 85% of respondents in relevant categories.
2. **Prepare timely and accurate financial information for the FCA to manage its programs and activities.**
  - The delivery of scheduled and on-demand financial data and reporting. Audit opinion of annual financial statements, which includes all agency head assurances, is favorable (i.e., unqualified).
3. **Ensure that the FCA's information technology (IT) infrastructure enables Agency staff to communicate and make decisions in a reliable, secure environment.**
  - Report of availability on IT services; effective IRM implementation; semi-annual Management Survey; and 97% staff coverage maintained on primary OMS functions.
4. **Employ human capital planning strategies that balance skilled personnel and shared service alternatives to accomplish FCA goals and objectives**
  - Annual reduction in the skills gap as identified in the FCA's Human Capital Plan.
  - OPM's annual survey and trends in attendance.
5. **Apply sound internal controls that support the achievement of Agency's goals and objectives.**
  - The FCA-OMS Service Level Agreement (annually reviewed and updated) and the semi-annual Management Survey.
  - The FCA Business Plan, including the Human Capital Plan, the Financial Plan, and the IRM Plan, are adopted and implemented by the FCA.

## Appendix I – Staff Resource Plan

<b>Staff Resource Plan FY 2007-2012 Infrastructure Projects</b>	<b>Previous Staff Days</b>	<b>Current Staff Days</b>
Network and Database Administration	1,175	1,321
User Support and Services	1,683	1,683
IRM Planning, Computer Security, and Operations Management	660	660
<b>Infrastructure Projects Total</b>	<b>3,518</b>	<b>3,664</b>
<b>Maintenance Projects</b>		
Maintain Existing Applications	427	358
<b>Maintenance Projects Total</b>	<b>427</b>	<b>358</b>
<b>Development Projects</b>		
1. BPD New Project Notification		5
2. Budget Call System		59
3. Consolidated Reporting System (CRS) – Call Report Changes		50
4. Electronic Recordkeeping-Knowledge Management		278
5. Electronic Workpapers		10
6. Examination Workflow Integration		100
7. Examiner Training – OE Training Database		9
8. Farmer Mac Call Reports		10
9. FCA Handbook Enhancements		4
10. FCA Web Site Redesign		0
11. Federal ID Smart Card		20
12. Financial Management Reporting		25
13. Human Capital Information System		3
14. Infrastructure Review		311
15. Institution Feedback Survey		10
16. Interactive FCS Map on Web Site		10
17. Management Dashboard		62
18. Personnel Retrieval System Enhancements		1
19. Property Management System Workflow		30
20. Requisition Workflow Application		10
21. Service Request and Forms Enhancements		15
22. Training and Evaluations		12
<b>Development Projects Total</b>	<b>476</b>	<b>1,034</b>
Information Delivery	520	130
<b>Information Services Total</b>	<b>520</b>	<b>130</b>
<b>Overhead Activities</b>		
Administrative	209	209
Leave and Holidays	1,150	1,150
Training	240	240
<b>Overhead Total</b>	<b>1,599</b>	<b>1,599</b>
<b>Total Staff Days Required</b>	<b>6,540</b>	<b>6,785</b>
<b>Total Staff Days Available</b>	<b>6,500</b>	<b>6,630</b>
<b>Manpower Shortfall</b>	<b>40</b>	<b>155</b>
<b>Total FTEs (260 days)</b>	<b>25</b>	<b>25.5</b>



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## APPENDIX II – BUDGET SUMMARY

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<b>Object Code</b>	<b>FY 2007</b>	<b>FY 2008</b>	<b>FY 2009</b>	<b>FY 2010</b>	<b>FY 2011</b>	<b>FY 2012</b>	<b>Category Totals</b>
<b>2121</b>	\$ 46,350	\$ 64,350	\$ 23,250	\$ 23,250	\$ 36,850	\$ 53,891	\$ 247,941
<b>2351</b>	380,865	380,685	386,535	383,110	389,470	386,070	2,306,735
<b>2341</b>	13,740	14,540	15,960	16,940	18,300	19,480	98,960
<b>2511</b>	394,500	215,500	203,000	196,000	184,000	208,500	1,401,500
<b>2528</b>	55,000	83,750	79,625	86,175	94,475	104,600	503,625
<b>2524</b>	150,310	140,541	122,455	153,990	136,369	169,054	872,719
<b>2531</b>	33,548	11,100	11,100	11,100	11,100	11,100	89,048
<b>2571</b>	340,751	424,848	550,085	459,415	516,771	565,892	2,857,762
<b>2611</b>	76,675	65,471	84,700	63,465	65,586	80,144	436,041
<b>2612</b>	16,310	7,629	7,833	8,046	8,269	8,475	56,562
<b>3162</b>	1,513,660	603,365	351,733	552,308	1,540,258	464,975	5,026,299
<b>3152</b>	334,911	306,949	206,181	149,051	127,854	390,870	1,515,816
<b>TOTAL</b>	<b>\$3,356,620</b>	<b>\$2,318,728</b>	<b>\$2,042,457</b>	<b>\$2,102,850</b>	<b>\$3,129,302</b>	<b>\$2,463,051</b>	<b>\$15,413,008</b>

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## Appendix III – Budget Comparison [08/07/2006]

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From Views of IRM Costs Minus Manpower and Financial.

